

Iowa Communications Network's 2016 Customer Survey



BROADBAND STRONG:

*Delivering **FLEXIBLE**
broadband and **FAST**
experiences to meet the
growing broadband needs of
education, government,
public safety, and healthcare
in Iowa.*



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Methodology

The Iowa Telecommunications and Technology Commission, doing business as the Iowa Communications Network, is an independent executive branch state agency that administers a state-wide fiber optic network for the State of Iowa. Chapter 8D, Code of Iowa specifies the authorized users of the Network, which includes public and private education, state and federal governmental agencies, public libraries, hospitals and physician clinics, and National Guard Armories. Satisfaction of ICN authorized users is an integral part of the agency's mission.

One survey was released to groups within the ICN user base: account consultant contacts, technical support contacts, billing contacts, and users who have had service desk requests resolved. The goal of the survey was to ask customers for input to help provide stronger, more flexible broadband products and services to customers. For this analysis, all responses to specific questions from the groups were aggregated to provide an overall response.

Contacts were compiled from existing spreadsheet listings. A total of 4,404 users successfully received the invite to take the survey on April 14. This survey was developed and disseminated by ICN staff utilizing SurveyMonkey software with the window to respond between the initial invitation dates of April 14, 2016 through April 27, 2016. Reminder e-mails were sent on April 25 and April 26. All survey invitations were sent out using GovDelivery email distribution. Following are the response rates for the surveys:

Surveys	Invitations Successfully Received	Completed Surveys	Response Rate
2016 Total	4,404	227	5%
2016 Reminder Email 1	4,071		
2016 Reminder Email 2	3,933		
2015 Total	4480	432	10%

The survey included a skip logic feature that allowed respondents to answer sections of the survey that were applicable with their experiences only during the past fiscal year. There were also "open-ended" survey questions.

Additional items to note with the survey include:

- ICN used a new distribution service (GovDelivery) to send out the initial email invitation and follow-up invitations. This is different from past years where invitations were sent via Outlook email.
- The 2016 survey allowed ranking of services for the current fiscal year only.
- The "do not know/not applicable" responses were not included in the satisfaction calculations.
- Comments within the survey have only been altered if a specific functional area/employee was mentioned, to change misspelled words, and use capitalization needed for clarification.
- For satisfaction questions, various value levels changed to reflect the 'good, great, and excellent' appreciation internal exercise.

Terminology

- **Accountable Government Act (AGA) Performance Plan Target** – Iowa agencies are required to annually submit a plan indicating measure for agency outcomes relating to each of their core functions. ICN has set a target of 85 percent satisfaction for the Service Order experience, Notification/Update experience, Service Installation experience and the Billing experience.
- **ICN Services** – Voice, data, Internet, and video specific products.
- **ICN Personnel Conduct** – Personnel conduct includes the delivery of the product and attributes such as professionalism, timeliness, and follow-through with customers.
- **Satisfaction Score** – This rating is the combination of the very satisfied and satisfied rating for the overall satisfaction of ICN services. For other value and satisfaction questions, ICN modified the value level options to reflect the ‘good, great, and excellent’ appreciation internal exercise. The “Don’t Know” and “Not Applicable” responses are not considered in determining value or satisfaction scores.

Executive Summary

The ICN annually requests feedback from authorized users to take a pulse of their satisfaction regarding services provided. The measures generated by the surveys are included in the Accountable Government Act performance evaluations.

Demographic Information

Describe your organization's category?

Answer Options	Response Percent	Response Count
K-12 School (including Area	27.8%	63
Higher Education (Regents	5.3%	12
Executive Branch (State Agency)	46.3%	105
Judicial Branch	4.4%	10
Legislative Branch	3.5%	8
Federal Agency	0.0%	0
Public Library	2.2%	5
Healthcare Organization	6.6%	15
Other (please specify)	4.0%	9
	Total	227

Other:

- Department of corrections
- Vocational rehabilitation
- AEA
- Alcoholic Beverage Division
- Iowa Vocational Rehabilitation Services
- Correctional Facility
- Area Agency on Aging
- Government Organization
- Juvenile Detention

Overall Satisfaction

How satisfied are you with the services you receive from ICN?

Answer Options	Very Satisfied		Somewhat Satisfied		Somewhat Dissatisfied		Very Dissatisfied		Not Applicable <i>Not included in response count</i>	Response Count	At Least Some Satisfaction
Today	119	57.77%	73	35.44%	8	3.88%	6	2.91%	16	206	93.20%
Last Month	115	56.65%	72	35.47%	9	4.43%	7	3.45%	15	203	92.12%
6 Months Ago	109	54.50%	70	35.00%	16	8.00%	5	2.50%	17	200	89.50%
1 Year Ago	106	54.08%	70	35.71%	12	6.12%	8	4.08%	20	196	89.80%
Overall	113	53.55%	83	39.34%	9	4.27%	6	2.84%	13	211	92.89%

Findings: Almost 93 percent of those responding to this question were either somewhat satisfied or very satisfied with today's overall satisfaction of services received from the ICN, which is similar to last year's score. Satisfaction levels decreased around 2% from FY15 when measuring the timeframe of 6 months and 1 year.

What services do you use from the ICN? (Select All That Apply)

What strong services do you use from the ICN?

Answer Options	Response Percent	Response Count
Video Conferencing	18.0%	33
Voice (Phone) - Local/Long	44.8%	82
Voice over Internet Protocol (VoIP)	10.9%	20
Desktop Telephone	36.6%	67
Long Distance / Toll Free	39.9%	73
Internet	74.3%	136
Ethernet (Data)	44.8%	82

Comments

- We have an Ethernet connection to our business office across the street, it may be Windstream though.
- We heavily use the carrier services that the ICN provides but are not specifically listed here.
- We did use services, do not anymore
- None, they are too expensive when we go out to bid. I only checked the Ethernet to move past this question
- Not sure I pay the bills
- Our school district signed a 3 three contract with ICN for Internet, the ICN price is over \$2,000/month more than it would be with our local provider.
- ICN Classroom for my students
- Our Fax is still printing secure documents and should not be this has been the problem all along

- This is all I know that we use
- I think we use ICN internet and Ethernet, but I'm not sure.
- These are the only services that I am sure of.
- Internet is way too slow
- Cable/management

What is your level of awareness of the following ICN services?

Answer Options	High Awareness		Some Awareness		Minimal Awareness		I didn't know ICN offered this service	Response Count	At Least Some Awareness
Data	92	41.44%	82	36.94%	31	13.96%	17	222	78.38%
Internet	133	60.18%	64	28.96%	18	8.14%	6	221	89.14%
Video Conferencing	73	34.11%	84	39.25%	43	20.09%	14	214	73.36%
Voice (Phone) - Local/Long	110	49.33%	78	34.98%	21	9.42%	14	223	84.30%
Cyber Security	30	13.89%	80	37.04%	64	29.63%	42	216	50.93%

Findings: There was a significant increase in the total of *at least some awareness* for Voice services (84.30%) compared to FY 15 (73.14%). When totaling the 'at least some awareness' all awareness options increased in FY 16 from FY15 (data 69.32%, Internet 77.99%; video: 71.71% and Voice 73.14%). Cyber security was a new category added to the answer options.

Services and Other Information

Note: The percentage of "Don't Know/Not Applicable" responses for all service areas is quite high, leaving a small sample size of respondents having an opinion. The sample size is an important feature of any empirical study in which the goal is to make inferences about a population from a sample. Due to the small sample size some of the conclusions that might be reached may not be appropriate.

Rate your satisfaction with the following ICN services?

Findings: All service options received an 'at least good satisfaction' score of above ninety (90) percent, which is consistent to FY15 survey results.

Rate your satisfaction with the following ICN services?												
Answer Options	Excellent Satisfaction		Great Satisfaction		Good Satisfaction		Poor Satisfaction		I don't use this service		Response Count	At Least Good Satisfaction
Video Conferencing	16	32.00%	17	34.00%	14	28.00%	3	6.00%	Not included in response count	116	50	94.00%
Voice (Phone) - Local/Long Distance/Toll-Free	33	33.67%	33	33.67%	30	30.61%	2	2.04%	Not included in response count	74	98	97.96%
Voice over Internet Protocol (VoIP) (Voice/Phone)	7	29.17%	8	33.33%	7	29.17%	2	8.33%	Not included in response count	137	24	91.67%
Desktop Telephone Sets/Features/Voice Mail	21	25.61%	30	36.59%	27	32.93%	4	4.88%	Not included in response count	85	82	95.12%
Long Distance / Toll Free (Voice/Phone)	39	39.80%	29	29.59%	28	28.57%	2	2.04%	Not included in response count	67	98	97.96%
Internet	57	41.61%	38	27.74%	32	23.36%	10	7.30%	Not included in response count	32	137	92.70%
Ethernet (Data)	40	40.82%	26	26.53%	25	25.51%	7	7.14%	Not included in response count	64	98	92.86%
Cyber Security - DDoS, Intrusion Detection	6	14.63%	18	43.90%	16	39.02%	1	2.44%	Not included in response count	113	41	97.56%

Comments

- The network moves really slow at times
- We do not use the ICN anymore.
- A 99.999% uptime guarantee would be nice for the internet service.
- No[t] sure on what we use you for
- Continually upgrading our bandwidth but we don't seem to really see a huge difference with our web traffic.
- I have phone service but rarely use it. I rely heavily on internet/email. I wouldn't necessarily know what is being done for Cyber Security so it's hard to comment on that. Internet is sometimes very slow, but I don't know if that's a computer problem, an ICN problem, etc.
- REALLY, REALLY SLOW INTERNET.
- Support for the ProCenter is not as good as it could be. As first time users six months ago, ICN would not come out and show us how to understand and use it for what we needed. As a result we didn't know calls from the general public were being dropped, making it look like we were useless as public servants. After six months we finally figured it out. We had to spend two days watching it to see what was really going on. Some of the terminology didn't say what it really stood for. Calls were being dropped that we were unaware of. With ProCenter having so many options, someone really should have been here to set it up for what we wanted to see.
- Video storage needs to expand.
- Our agency has most of these services; however I don't use all of them
- Cyber Security -I have not used this service, but am glad to see that it is available. If needed, I would use this service, so your column I don't use this service, doesn't seem to apply.
- Don't have service yet. Has been a struggle to get timely communication and action from ICN to get our VOIP phone system set up before the end of SFY16
- Frequently get "Not Possible" message when trying to dial out. Particularly noticeable and frustrating when working through a call list and getting funky messages on about 1/3 of them.

- Voice service has been missing basic features like voicemail to email for years. We've asked questions about VOIP, but can't get any accurate answers. Our ICN sales rep doesn't know anything about VOIP and isn't motivated to help. Internet remains expensive, but it's not like we could choose another provider.
- I know much more is coming in terms of CyberSecurity.
- Your pricing is ridiculously high.
- Wish the DDoS prevention was more finalized (and faster cutover to the scrubber), but that will come in time
- Internet speed at FMC on Capitol complex is sloooooooooow.
- I thought OCIO provided all of our internet. If I am incorrect, these responses are not all correct.
- Internet is way too slow.

How satisfied are you with the following agency attributes?

How flexible is the ICN with the following agency attributes?												
Answer Options	Excellent Flexibility		Great Flexibility		Good Flexibility		Poor Flexibility		Not Applicable		Response Count	At Least Good Flexibility
Quality of responses to questions and concerns	49	29.88%	59	35.98%	44	26.83%	12	7.32%	Not included in response count	17	164	92.68%
Timeliness of responses	57	34.55%	49	29.70%	49	29.70%	10	6.06%	Not included in response count	18	165	93.94%
The knowledge level of ICN personnel	65	40.37%	52	32.30%	37	22.98%	7	4.35%	Not included in response count	20	161	95.65%
ICN staff keeps you informed of changes	54	34.18%	42	26.58%	44	27.85%	18	11.39%	Not included in response count	24	158	88.61%
Ability to anticipate needs	34	22.97%	47	31.76%	48	32.43%	19	12.84%	Not included in response count	32	148	87.16%
Proactively provides assistance	40	26.85%	42	28.19%	48	32.21%	19	12.75%	Not included in response count	32	149	87.25%
Professionalism	76	46.63%	51	31.29%	31	19.02%	5	3.07%	Not included in response count	19	163	96.93%
Updates on service status	60	38.22%	37	23.57%	44	28.03%	16	10.19%	Not included in response count	22	157	89.81%
Responsiveness	67	40.61%	47	28.48%	39	23.64%	12	7.27%	Not included in response count	17	165	92.73%
Follow-through	63	38.65%	49	30.06%	38	23.31%	13	7.98%	Not included in response count	18	163	92.02%
Service met your objectives	66	40.00%	48	29.09%	42	25.45%	9	5.45%	Not included in response count	17	165	94.55%
Overall agency performance	58	35.15%	57	34.55%	40	24.24%	10	6.06%	Not included in response count	16	165	93.94%

Findings: Agency attributes in the 90 percent or higher range includes *quality of responses to questions and concerns, timeliness of responses, the knowledge level of ICN personnel, professionalism, responsiveness, follow-through, and service met your objectives*. Overall Agency Performance was 93.94%.

Comments

- Having one ICN project that is slow but it's unique and CenturyLink is involved so not ICN's fault in my opinion.



- The ICN operation center is excellent at contacting us about service outages and keeping us apprised.
- Clarion-Goldfield(-Dows) built a room in the high school addition specifically designed for distance learning. ICN helped in the design stage, but was not helpful in helping equip the room (between technologies). We were on our own.
- I don't think one area of your business has any idea of how the other areas of your business operate or what they do. There is a clear disconnect.
- Other staff have to be prompted to communicate updates, provide bids, deal with issues. I have dealt with individuals who were great- some have actually become combative and rude. "
- When I've worked with them directly, it's been good. Having to route certain things through the AEA (who doesn't really have a clue) makes things difficult sometimes.
- I have had a question in for two weeks with no answer so far.
- Never spoke to anyone
- Always helpful, friendly and knowledgeable.
- "I've only directly communicated with ICN once and that interaction went well.
- It's not clear to me when email/internet related issues are ICN and when its an ITE problem, so not sure how to answer these. I hear from ITE on updates, etc. but not ICN. "
- When I found out a neighboring district is receiving ICN Internet at a cheaper rate than we are is a concern. I am not at all satisfied with this contract.
- The ICN video techs are very knowledgeable and helpful. Office staff have also always been very helpful with any problems and questions I have had.
- We added an extra phone line to our office, and we didn't know we had to go through ICN to get long distance. We were not given the correct information once ICN was contacted as far as who could approve the long distance. I felt we had to jump through hoops to get it taken care of. I'm a support staff, with no authority to sign off on approving long distance, but the paperwork that was sent to me by ICN staff, was signed by our Bureau Chief and returned, but that was not good enough, it had to go through other individuals. Had the ICN staff let us know this at the beginning, it would have been handled quicker.
- Define flexibility ?
- I haven't been in a position where I needed assistance troubleshooting an issue.
- They are way super friendly.
- The techs who do the wiring for VOIP are wonderful. They are respectful, knowledgeable, and good at what they do. Our problems have been with the lack of responsiveness from the project manager
- Project managers have been less than enthusiastic and responsive when exploring phone service options. Meetings are difficult to schedule and follow-up communications are delayed and/or different than what was discussed at the meeting.
- We always have to hunt down our ICN rep. It takes multiple phone calls and emails to get a response. Pointed out multiple inconsistencies in the sales information provided.
- Customer service needs to be more end-user friendly. Too many times, we hear something like "That isn't a layer 2 problem" when we need to hear "We're opening a ticket and will keep in contact as we work to resolve the problem."
- The individuals who provide service inside our agency area are highly professional and courteous.
- Internet is way too slow
- I either communicate problems directly for someone else or communicate my problems to someone else to be communicated for me (depending on the location), I don't often feel like I know what is happening in either situation.

ICN created fast customer broadband experiences for completing orders or resolving incidents. Identify your satisfaction.

Answer Options	Response Percent	Response Count
Excellent Satisfaction	25.3%	46
Great Satisfaction	19.2%	35
Good Satisfaction	19.2%	35
Poor Satisfaction	2.2%	4
I have not worked through a fast customer experience.	34.1%	62

Findings: Of the 182 question respondents, 63.7% indicated that they have had a good satisfaction involvement with ICN's fast customer broadband experience.

Have you had an ICN service issue in the past year?

Answer Options	Response Percent	Response Count
Yes	54.0%	94
No	46.0%	80

Findings: A total of 174 respondents answered this question. If respondents did not have service issues during FY 16 (answered No), they were directed to the next series of questions and did not rank NOC attributes.

How satisfied are you with ICN's Network Operations Center's performance?

Answer Options	Excellent Satisfaction		Great Satisfaction		Good Satisfaction		Poor Satisfaction		Not Applicable		Response Count	At Least Good Satisfaction
Promptness of answering inquiries	32	36.78%	23	26.44%	25	28.74%	7	8.05%	Not included in response count	6	87	91.95%
Knowledge level of staff	37	43.02%	25	29.07%	20	23.26%	4	4.65%	Not included in response count	7	86	95.35%
Timeliness of information and updates	32	38.10%	20	23.81%	25	29.76%	7	8.33%	Not included in response count	8	84	91.67%
Correctness of service installation/restoration	35	41.18%	26	30.59%	17	20.00%	7	8.24%	Not included in response count	8	85	91.76%
Professionalism of staff	40	47.06%	26	30.59%	16	18.82%	3	3.53%	Not included in response count	7	85	96.47%
Courteousness of staff	44	51.16%	23	26.74%	17	19.77%	2	2.33%	Not included in response count	7	86	97.67%
Overall NOC performance	35	40.70%	27	31.40%	17	19.77%	7	8.14%	Not included in response count	7	86	91.86%

Comments:

- Very appreciative of their performance. In addition, we appreciate that, as the ICN NOC representing a state entity relating to another state entity, they tend to be more open, informal and less-restrictive to collaborative trouble-shooting efforts than conventional providers.....this can be of benefit in the service and troubleshooting process.
- Great staff to work with.
- See previous comments about customer service. We also hope to see an increase in proactive cybersecurity.
- NOC Rocks!!!!
- Every time I have an issue with phone acting up I have to unplug phone cord from back of phone to correct.

Technology Coordinator Responses

Are you the technology coordinator for your organization?

Answer Options	Response Percent	Response Count
Yes	40.1%	73
No	59.9%	109



Does your facility/buildings have sufficient Broadband?

Answer Options	Response Percent	Response Count
Yes	78.1%	125
No	21.9%	35

Describe your Broadband Situation

- "Hospital Good
- Clinic in Earlham has Mediacom and CenturyLink options. ICN is at school and couldn't get school to approve extending fiber to us."
- 85 MB to one half of our district, 120 MB to other half
- 20mb circuit
- Seem to at this time
- There is always a need for more bandwidth, but when do you say this is enough for now.
- Very slow at times.
- We use a variety of providers across the state as well as ICN to provide comprehensive services
- Broadband is provided by OCIO
- We're using your connection as a backup link. It seems to be working fine when we need it.
- 500MB through the AEA9 carried by Central Scott
- I just recently increased from 30 mbps to 150 mbps - I'm very happy right now!
- We have purchased efficient amount, just doesn't seem to push through as the bandwidth we have purchased even though we have gb backbone.
- Wi fi is difficult at times
- Fiber connected main campus, 10GB backbone, one remote elementary with 300MB full duplex licensed microwave. 650MB internet services through ICN.
- I don't know for sure, but our internet is often very slow. I assume that's broadband related, but maybe not...
- Districts and school migrate to us for internet access
- I am not sure what you mean by 'sufficient'. I don't usually experience internet issues.
- We will be upgrading to 100 MBPS from 50 MBPS
- Current ICN broadband government customer.
- We had to purchase additional broadband from our local telephone company.
- We will be increasing our Internet bandwidth through the ICN in July. After that we'll be OK.
- Lacking in areas
- Internet is slooow
- 4Gbps Aggregation, 4Gb Internet
- Adequate
- We get our service from a local provider that is much more reliable and responsive to any issues that come up.
- Some of our offices need additional internet upload and download speed as we demand more of our technologies and internet.
- Whatever is required for our building.
- 125Mb/sec

- "We have been contacted by 3 different providers to provide internet for \$5mb up to 1gb to 5gb top end.
- ICN is will need to match or highly compete with these providers to keep Howard-Winn CSD as customers."

Is strong cyber security protection important to your organization? (Such as: DDoS, Intrusion Detection)

Answer Options	Response Percent	Response Count
Yes	40.1%	73
No	59.9%	12

Comments

- Feel we have adequate protection
- Incredibly important as attacks increase and we rely on the Internet more and more.
- It has not been a problem yet, we use the AEA to manage our security.
- It should be, but I'm not certain it's a priority with our less than technically-inclined staff.
- Of course, were a healthcare provider.
- Technical controls not as important as Administrative and Physical controls
- We are fire-walled through the AEA so I believe we are good.
- We are monitored through OCIO/ICN and also have endpoint on the file server. We do not have confidential information on the network.
- We do in-house monitoring
- We do our best to fight intrusion.
- Extremely. We have been affected by it multiple times (attracts to GWAEA in Cedar Rapids)
- Most ISPs block DDoS attacks; I don't see why the ICN should be any different.
- We do legal work.
- We host our own JMC server on site so intrusion detection/prevention is important to us.

What are your technical obstacles or advancement needs within the next six (6) months to a year?

- Expense and talent to manage that technology
- Improved security is both an obstacle and a need.
- Will need increased bandwidth as our usage increases
- Video streaming control
- More bandwidth
- Just more bandwidth
- Obtaining more bandwidth
- Continued growth in bandwidth needs
- Iowa legislation that limits distance learning for students.
- Would like to explore getting both buildings connected via ICN.
- Our monitoring equipment will only process so much bandwidth



- We have no funding to develop or advance what we now have. There will be no changes
- Have one building that doesn't have ICN service and Internet options are very slow and unreliable.
- Updating web pages and adding web based software.
- Unsure; IT staff working on a plan now.
- Office relocations where fiber does not exist. ICN's quotes tend to be three to four times higher than local companies for service
- Need a new technology specialist
- Bandwidth limitations set by OCIO prevent backups from completing in a reasonable time frame.
- Redundancy in connections
- We are replacing servers and backups.
- Going paperless, have mobile phones be accessible in public/wi fi/vpn areas
- No fiber to BVN Bldg
- Aging internal infrastructure
- Maybe another upgrade to a faster connection
- More bandwidth
- Bandwidth for adding additional technology and its use
- Price of the Internet
- Funds
- Lack of \$\$
- ICN internet services need a great deal of improvement. Our internet service has slow downs and issues that a company of our size should not have.
- Faster internet
- Storage, cryptoware, faster (and more) broadband, more access to our infrastructure
- Increasing the bandwidth and getting rid of or upgrading outdated servers.
- Getting all agency data organized into a central location and enhancing communication channels due to a large amount of field staff.
- You would have to ask out IT department
- Greater Bandwidth; Competitive Pricing
- How to continue operations when our primary Internet (ICN Data) connection is disrupted.
- DDoS/hacking prevention
- Need continued good broadband speed and reliable service
- Cost of servicing and upgrading electronic case management.
- Lack of bandwidth to Internet / between Camp Dodge and Des Moines..
- Budget
- The phone system is very antiquated.
- LEAs going direct rather than aggregating through the AEAs
- Not enough money to get our internal network upgraded to meet increasing demands.
- Head count

What technology services/features are you looking to incorporate into the next six (6) months to a year?

- Enhancements to VMware; EHR enhancements
- A better cloud based DR solution



- A new IP phone system
- We need newer and faster computers but I don't think that is an ICN issue
- Bandwidth
- Security
- Expand bandwidth from 200mps to 250mps. Also looking for redundant options to back up ICN Internet for ICN outages.
- Interested in finding out more about Voice over IP and phone service throughout the district over ICN
- We are hoping to move away from ICN for Internet needs. We must keep our ICN classroom active, but paying a high monthly fee in addition to the high Internet prices is a deal breaker.
- I don't know. More technology sounds good.
- Faster internet speed
- Hiring a new technology specialist
- Increased VPN traffic
- Faster internet service for our backup link.
- Backup services and stronger web bandwidth within.
- Faster network
- Phone service possibly
- Video conferencing.
- Increasing the number of users on internet service with insufficient bandwidth for all users.
- Continue 1:1 implementation
- Voice/VOIP in one location
- Maybe VOIP
- Internet with firewall protection
- Right now we are focused on expansion of the entire organization, so that has occupied all of our time.
- Increase in bandwidth, implementing digital signage throughout our two buildings.
- We look to evaluate messaging and collaboration technologies to provide more instantaneous communications.
- Greater Bandwidth; Competitive Pricing
- We would like to implement VOIP, but we've received very little accurate information from the ICN. What we have received indicates that the service will be substantially more expensive than we're paying now. The CenturyLink VOIP product only offers a low end user experience, so we'll probably put it off for as long as possible instead.
- VOIP
- Cybersecurity
- "New Firewall and internal threat protection system(s)
- Hopefully an upgraded Monitoring Appliance"
- UPGRADING BANDWIDTH
- Wireless service
- Paperless record-keeping and filing.
- Protection from DoS attacks
- New data program AMANDA



Is there an additional contact in your work area that would be an appropriate recipient of this survey?

Eleven new contact names and email addresses were provided.

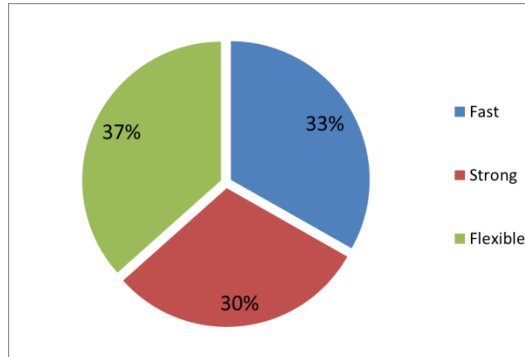
Optional: If there are additional subjects that you would like to discuss with ICN management, please provide your contact information in the space below, as well as a brief description of the topic.

There were 6 comments. All respondents did not provide contact information.

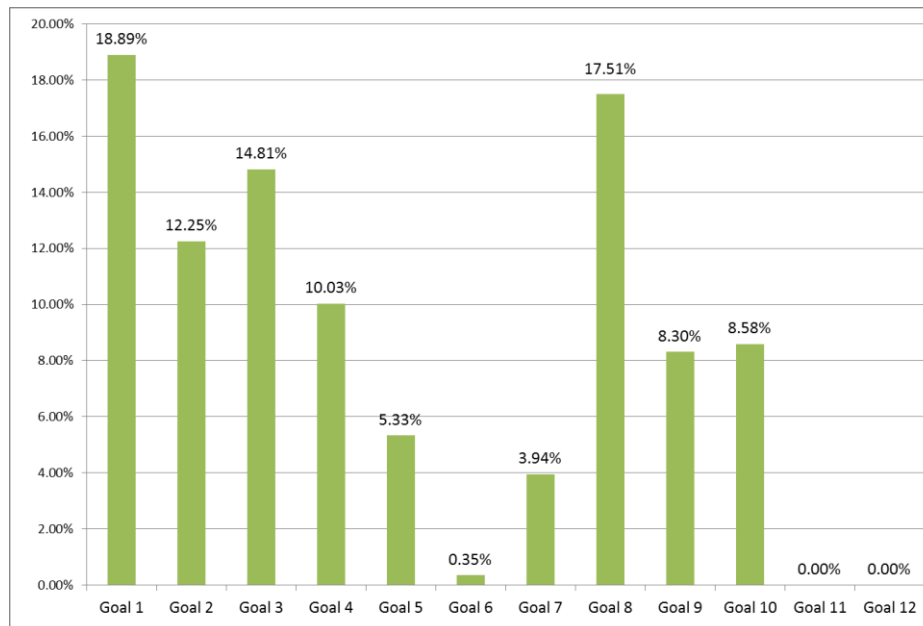


Business Services reviewed the 2016 customer survey comments to analyze the direction of the agency related to our Broadband Strong vision. Both positive and negative comments were associated to the Strong, Flexible, and Fast mandates.

- 33% of the comments received were related to the speed of delivering services (Fast); [2015, 43%]
- 30% of the comments were associated to providing a resilient and valuable network (Strong); [2015, 37%]
- 37% of the comments received were linked to providing an efficient and customer friendly environment (Flexible). [2015, 20%]



Comments were also associated to the 12 major goals.



2016-2017 **MAJOR GOALS:**

AGENCY WIDE

GOAL 1: develop *financial and technological insights* that *strengthen the value* of our customers' **broadband experience**.

GOAL 2: implement *flexible internal systematic approaches* in a fast manner.

OPERATIONS BUREAU:

GOAL 3: establish a *protected, secure and situationally aware production environment*.

GOAL 4: integrate *preventive maintenance* data into asset manager.

ENGINEERING BUREAU:

GOAL 5: set *high aspirations, plan responsibly, and honor commitments* to meet timelines.

GOAL 6: upgrade and expand the *ICN virtualized platform* by creating *managed IP* cloud services.

BUSINESS SERVICES BUREAU:

GOAL 7: provide *timely processes* for service delivery and *project closure* to limit financial exposure.

GOAL 8: implement *new business strategies* and services to provide **broadband solutions** for revenue growth.

SECURITY BUREAU:

GOAL 9: establish a *proactive, intel driven and compliant* cyber environment.

GOAL 10: implement *managed security* and *public safety professional services*.

FINANCE BUREAU:

GOAL 11: implement a *margin based environment* and provide *optical reporting*.

GOAL 12: procure and implement a *new billing system* while maintaining current performance measures.